



## LifeLine contacts received and closed by CAB during the month of October 2018

Data queried on: 11/06/18

### Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
<b>Received and closed<sup>1</sup></b>	96	98	68	78	50	115	141	144	155	154	207	162	185
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	1	0	2	0	0	4	5	5	6	2	1	3	4
LL Documents Not Provided/Does Not Meet Guidelines	1	0	0	0	0	0	1	0	1	5	2	1	2
LL Form Complexity	5	5	3	10	6	11	16	19	17	16	18	14	9
LL IDV Identity Verification	0	1	1	2	0	3	7	8	7	6	16	9	12
LL Initials Missing	1	0	1	0	0	0	1	0	1	1	3	0	3
LL No Carrier Authority	0	3	1	1	0	5	1	0	0	0	2	0	0
LL Nondeliverable	0	3	0	1	0	2	0	0	0	0	0	2	0
LL Policy/Practices	49	52	40	37	17	51	70	62	62	67	81	69	82
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	0	0	0	0	0	1	2	0	2	1	2	0	0
LL SSN/DOB/Tribal ID Not Provided	0	0	1	0	0	0	0	0	2	4	1	0	3
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Appeals</b>	<b>57</b>	<b>64</b>	<b>49</b>	<b>51</b>	<b>23</b>	<b>77</b>	<b>103</b>	<b>94</b>	<b>98</b>	<b>102</b>	<b>126</b>	<b>98</b>	<b>115</b>
LifeLine Billing Subcategories													
LLB Address Error	1	2	0	1	2	1	2	1	3	2	8	5	4
LLB Application Request	4	3	2	4	2	4	2	4	9	7	8	8	10
LLB Approved for Discount	9	5	3	6	4	8	6	15	6	14	15	11	15
LLB Discount Switched to Other Carrier	9	6	4	3	4	7	9	12	17	20	22	11	16
LLB Federal Program/Equipment	16	18	9	13	15	17	19	18	22	9	28	30	25
LLB New Phone Service Not LL Eligible	0	0	1	0	0	0	0	0	0	0	0	0	0
<b>Total Billing</b>	<b>39</b>	<b>34</b>	<b>19</b>	<b>27</b>	<b>27</b>	<b>37</b>	<b>38</b>	<b>50</b>	<b>33</b>	<b>52</b>	<b>81</b>	<b>65</b>	<b>70</b>
LifeLine Freeze Subcategories <sup>4</sup>													
LLF Address Change	0	0	0	0	0	0							
LLF Enrollment Freeze	0	0	0	0	0	0							
LLF Failure to Provide Service	0	0	0	0	0	1							
LLF Federal Violation	0	0	0	0	0	0							
LLF Late Fees	0	0	0	0	0	0							
LLF State Violation	0	0	0	0	0	0							
<b>Total Freeze</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>							

## Section II - Written LifeLine Contacts Received and Closed by Case Type

<i>LifeLine Written Contacts in CAB</i>	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
<b>Received</b>													
LL Appeals (Landline & Wireless) Received	112	105	100	134	142	168	184	128	137	151	156	106	148
LL Billing Received	65	57	43	64	67	108	61	66	54	70	79	71	52
LL Complaints Received	4	1	1	2	2	5	1	1	1	1	4	3	4
LL Inquiries Received	24	32	29	24	24	23	12	23	20	12	22	19	16
LL Assignment Pending	24	9	16	34	18	33	35	47	15	6	26	20	54
LL Enrollment Request Freeze <sup>4</sup>	1	0	0	1	0	0							
LL Discount Transfer Freeze <sup>4</sup>	1	0	0	0	0	0							
<b>Total Written Contacts Received</b>	<b>231</b>	<b>204</b>	<b>189</b>	<b>259</b>	<b>253</b>	<b>337</b>	<b>293</b>	<b>265</b>	<b>227</b>	<b>240</b>	<b>287</b>	<b>219</b>	<b>274</b>
<b>Closed</b>													
LifeLine Appeals Closed	115	95	100	139	145	176	177	195	139	159	151	140	176
<i>Landline Appeals</i>	58	40	54	74	107	117	113	128	84	95	95	94	92
<i>Wireless Appeals</i>	57	55	46	65	38	59	64	67	55	64	56	46	84
LL Billing Closed	64	69	59	53	85	88	86	72	67	61	66	82	62
LL Complaints Closed	1	2	0	0	1	2	4	1	1	1	2	5	1
LL Inquiries Closed	20	48	28	37	36	31	25	36	30	9	24	25	20
LL Enrollment Request Freeze <sup>4</sup>	1	0	0	1	0	0							
LL Discount Transfer Freeze <sup>4</sup>	0	2	0	0	0	0							
LL Unknown <sup>2</sup> Closed	0	0	1	1	1	0	2	1	2	1	1	2	0
<b>Total Written Contacts Closed</b>	<b>201</b>	<b>216</b>	<b>188</b>	<b>231</b>	<b>268</b>	<b>297</b>	<b>294</b>	<b>305</b>	<b>239</b>	<b>231</b>	<b>244</b>	<b>254</b>	<b>259</b>

### Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	October		
LifeLine Appeals (Landline & Wireless)														Denial Overturned <sup>3</sup>	Denial Upheld <sup>3</sup>	
LL Customer Did Not Return Form	49	34	28	38	34	37	41	48	38	40	29	34	53	2	51	
LL Documents Not Provided/Does Not Meet Guidelines	25	22	22	19	21	21	13	20	14	29	23	17	18	10	7	
LL Form Complexity	5	4	3	4	4	9	5	3	8	3	3	4	4	1	1	
LL IDV Identity Verification	6	10	15	45	57	67	83	94	64	54	69	62	63	23	40	
LL Initials Missing	10	16	11	17	10	14	12	9	5	16	11	9	10	0	10	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	
LL Policy/Practices	11	2	2	2	7	4	1	4	1	3	4	3	3	0	2	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	0	3	0	1	1	2	2	1	0	1	1	1	1	1	0	
LL Signature/Printed Name Does Not Match/Missing	6	1	10	6	4	15	13	10	5	4	3	4	6	0	6	
LL SSN/DOB/Tribal ID Not Provided	3	3	9	7	6	7	7	6	3	7	8	6	18	2	15	
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Appeals	115	95	100	139	145	176	177	195	138	158	151	140	176			
LifeLine Billing														Service Provider Type		
														VoIP	Wireless	Wireline
LLB Address Error	4	7	12	4	7	5	7	2	2	1	2	3	1	0	1	0
LLB Application Request	16	16	11	18	43	47	57	32	32	29	31	48	36	0	10	26
LLB Approved for Discount	15	11	9	11	12	13	6	17	9	5	13	11	7	0	3	4
LLB Discount Switched to Other Carrier	8	17	13	9	10	9	7	7	6	7	9	5	8	0	4	4
LLB Federal Program/Equipment	21	15	14	11	13	14	9	14	18	19	11	15	10	0	10	0
LLB New Phone Service Not LL Eligible	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	64	69	59	53	85	88	86	72	67	61	66	82	62			
LifeLine Freeze <sup>4</sup>																
LLF Address Change	0	0	0	0	0	0	/	/	/	/	/	/	/			
LLF Enrollment Freeze	1	0	0	1	0	0	/	/	/	/	/	/	/			
LLF Failure to Provide Service	0	2	0	0	0	0	/	/	/	/	/	/	/			
LLF Federal Violation	0	0	0	0	0	0	/	/	/	/	/	/	/			
LLF Late Fees	0	0	0	0	0	0	/	/	/	/	/	/	/			
LLF State Violation	0	0	0	0	0	0	/	/	/	/	/	/	/			
Total Freeze	1	2	0	1	0	0	/	/	/	/	/	/	/			

**Disclaimer:** The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

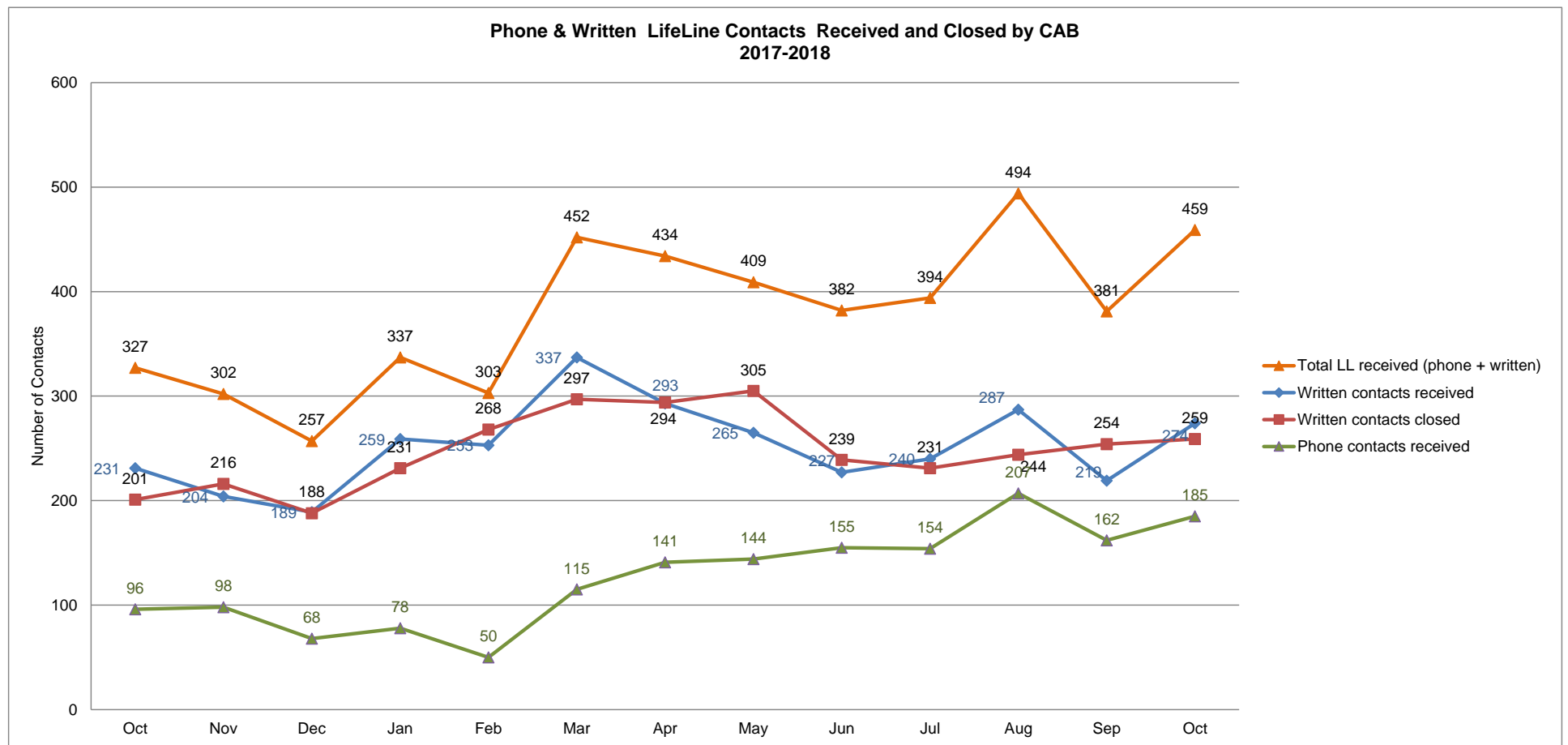
<sup>1</sup> Phone contacts are closed the same day they are received.

<sup>2</sup> Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

<sup>3</sup> Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

<sup>4</sup> LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.

## LifeLine Consumer Contacts Received and Closed by CAB - Thirteen months trend



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone contacts received	96	98	68	78	50	115	141	144	155	154	207	162	185
Written contacts received	231	204	189	259	253	337	293	265	227	240	287	219	274
Total LL received (phone + written)	327	302	257	337	303	452	434	409	382	394	494	381	459
Written contacts closed	201	216	188	231	268	297	294	305	239	231	244	254	259